

Complaints Monitoring Report

Suggested approach from Jo Martin, Democratic Support and Scrutiny Team Manager

The Panel is recommended to consider the regular monitoring information from the PCC's Chief Executive and Norfolk County Council's Head of Democratic Services about complaints relating to the conduct of the Police and Crime Commissioner for Norfolk (PCC).

1. Background

- 1.1 The Panel has delegated the Initial Handling of Complaints and Conduct Matters (as set out in The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012, Part 2) to the PCC's Chief Executive, in consultation with a nominated member of the Panel.
- 1.2 The Panel has also delegated the resolution of other complaints (as set out in The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012, Part 4) to Norfolk County Council's Head of Democratic Services for informal resolution, in consultation with a nominated member of the Panel.

2. Purpose of today's meeting

- 2.1 The PCC's Chief Executive and the County Council's Head of Democratic Services agreed to provide the Panel with monitoring reports, at least annually, setting out the number and themes of complaints handled during the period.

3. Ongoing complaints relating to the PCC

- 3.1 The PCC's Chief Executive has confirmed the following update in relation to ongoing complaints to date (all other complaints have previously been reported to the Panel as being completed):

- **Complaint 10 – Dated: 16 October 2018**

This related to the alleged mishandling, by Norfolk and Suffolk Constabularies, of the complainant's reporting of serious offences.

The complaint was recorded and the complainant advised that, while the material reviewed did not disclose any allegations of misconduct by the PCC, no further action would be taken.

Completed.

- **Complaint 11 – Dated: 5 December 2018**

This related to the alleged mishandling of the complainant's reporting of serious police misconduct.

The complaint was recorded and the complainant advised that, while the material reviewed did not disclose any allegations of misconduct by the PCC, no further action would be taken. In respect of their complaint about staff at OPCCN, the complainant was advised that this would be dealt with by a separate process and they would be advised of the outcome in due course.

Completed.

4. OPCCN Freedom of Information Requests

4.1 As background information for the Panel, the PCC's Chief Executive has also confirmed that since the Panel's last monitoring report (June 2018), 17 FOI (Freedom of Information) requests have been received. The main themes of the FOI requests are:

- Women Victim's Services grants
- Electoral Fraud
- Police and Crime Plan
- Council Tax budget
- OPCCN financial costs
- Electoral Fraud
- Case for Change costs
- Software used for Complaints handling
- OPCCN Expenditure over £500
- Use of SAP software
- Recording of telephone calls
- CoPaCC membership
- Political Party Conference attendance
- Motorist offences in Trowse
- Advertising costs for vacant roles
- Financial allocation to force and OPCCN
- Third Party Hate Crime Centre grants

4.2 The PCC's Chief Executive will attend the meeting to respond to any questions that the Panel may have.

5. Complaints and FOI requests relating to the Panel

5.1 Norfolk County Council's Head of Democratic Services has confirmed that no further complaints or FOI requests relating to the Panel have been received since the last monitoring report.

6. Action

6.1 The Panel is recommended to consider the regular monitoring information.



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